

**HOW TO REGISTER A COMPLAINT ABOUT
A FAMILY CHILD CARE HOME**

COMPLAINT PROCESS

1. If you think a Family Child Care provider is violating the licensing laws, ask to see the license. On it is the licensing agency's address and telephone number. You can also check the telephone number in your local telephone book under either:

**STATE OF CALIFORNIA
DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING
OR**

**COUNTY OF _____
WELFARE OR SOCIAL SERVICES DEPARTMENT
DAY CARE LICENSING**

2. Contact your local licensing office and register your complaint. It will be investigated and your name will not be given out to the provider.
3. If you believe your child is being physically or sexually abused, you should also report it to your local law enforcement agency.

***IN REPORTING SUSPECTED VIOLATIONS YOU
NOT ONLY PROTECT YOUR CHILD BUT ALSO
PERFORM A SERVICE TO YOUR COMMUNITY.***



STATE OF CALIFORNIA

Gray Davis, Governor

HEALTH AND HUMAN SERVICES AGENCY

Grantland Johnson, Secretary

DEPARTMENT OF SOCIAL SERVICES

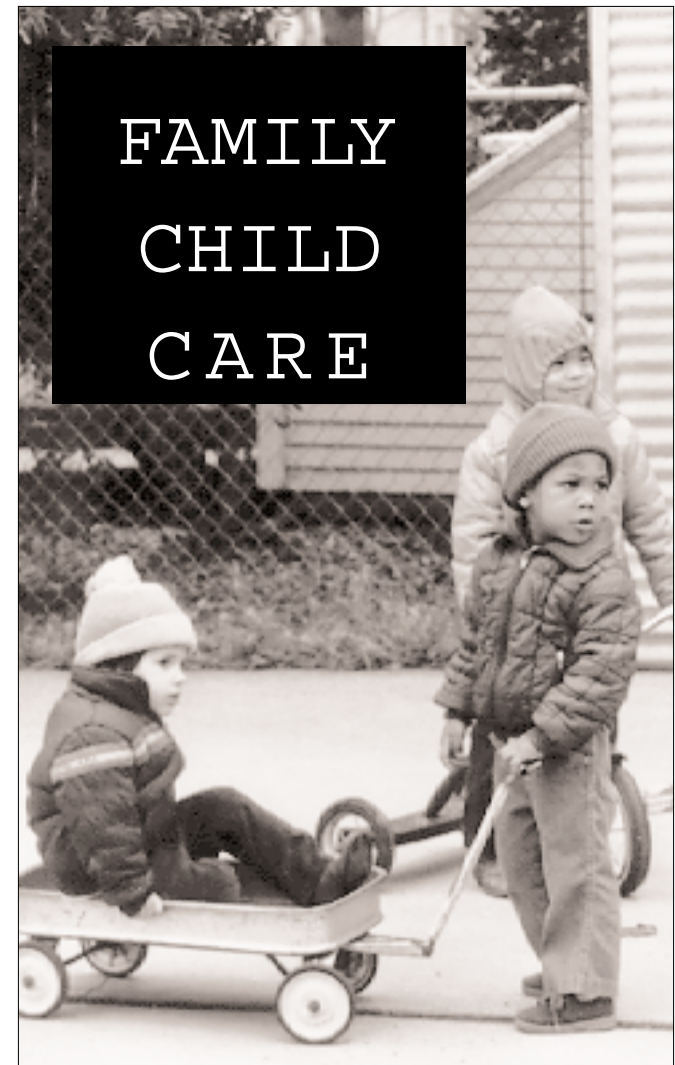
Rita Saenz, Director

COMMUNITY CARE LICENSING DIVISION

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**WHAT ARE PARENTS'
RESPONSIBILITIES?**

The State Department of Social Services, which licenses homes to provide child care, wants you to understand the licensing standards and the ways in which you, as a parent, are responsible for checking the quality of care your child receives.

Licensed Family Child Care (FCC) provides you with a number of advantages. One of the most important is the assurance that the licensee is aware of and must follow Family Child Care regulations. Monitoring of Family Child Care homes is a partnership between the licensing agency, the parents and the care provider.

WHAT THE LICENSING AGENCY DOES

- Sets standards which FCC homes must meet.
- Processes fingerprint checks on all adults in the home for existing criminal records.
- Requires tuberculosis (TB) tests of caregivers.
- Investigates complaints.
- Visits each FCC home when it applies for a license.
- Visits 10 percent of all licensed FCC homes annually.
- Visits each FCC home on or before every third anniversary of the issuance of the license..
- Denies applications and revokes licenses when necessary.
- Processes Child Abuse Index Checks on all adults in the home.

WHAT SHOULD PARENTS DO?

- **Ask** to see the Family Child Care home license. Homes caring for children from more than one family must be licensed.
- **Monitor** the condition of the Family Child Care home frequently. Parents have the legal right to “drop in” at any time care is being provided.
- **Observe** your child in the Family Child Care setting.
- **Listen** to what your child tells you about the care received in the home.
- **Discuss** any problems with the caregiver. Inform the caregiver of any conditions in the home which endanger the safety of your child.
- **Contact** the licensing agency if the caregiver fails to correct a hazard or refuses to take safety precautions or if you believe your child has been harmed while in the provider’s care.

PARENTS OF INFANTS SHOULD ENSURE THAT:

- The infant receives **good nutrition** and is fed at proper intervals.
- A **stimulating environment** is provided.
- The caregiver provides **emotional support**, including holding the child regularly.
- The caregiver adheres to the infant capacity as is stated on the license.

HEALTH and SAFETY CHECKLIST

You should check for basic health and safety practices in the home. Your Family Child Care caregiver, by state law and regulation, must do the following:

- ☐ Obtain a license from the local licensing agency.
- ☐ Provide care to no more than eight children, or fourteen children if the provider has an assistant. *(Infant ratios are stricter and should be stated on the license.)*
- ☐ Provide adequate heating and ventilation.
- ☐ Keep, detergents, cleaning compounds, etc., out of children’s reach.
- ☐ Ensure inaccessibility of swimming pools or other similar bodies of water through a pool cover or fencing..
- ☐ Barricade stairs in facilities where children less than five years old are in care.
- ☐ Store guns, other weapons, and poisons in locked areas.
- ☐ Have an emergency plan in case of fire or earthquake.
- ☐ Compile an emergency information card on every child in care.
- ☐ Maintain a fire extinguisher and smoke alarm.

ARE ALL OF THESE ITEMS ACCOUNTED FOR IN THE FAMILY CHILD CARE HOME?

DISCUSS THE FOLLOWING WITH THE PROVIDER:

- **Setting times** for arrival and pickup.
- **Bringing items** from home *(food, toys, change of diapers, change of clothes, toothbrush, infant furniture and so forth).*
- **Providing instructions** for giving medicines or special food.
- **Providing telephone numbers** for home, work, spouse’s work, doctor and neighbor.
- **Providing a list of names** and telephone numbers of people who may pick up your child.

WHAT SHOULD THE FAMILY CHILD CARE HOME PROVIDE?

You should obtain satisfactory answers to these questions before placing your child in the home:

- Is the home clean and tidy?
- Are there adequate toys and games?
- How will my child be disciplined? **(Spanking is not permitted in licensed homes.)**
- What meals will my child be provided?
- How will the food I bring be stored and prepared?
- Is there enough room *(indoor and outdoor)* for my child to play?
- What activities are planned for my child?
- How will my child be cared for when he or she gets sick?
- How many other children will be cared for?
- What ages are the other children?
- What are the sleeping/rest arrangements?

GOOD CHILD CARE INCLUDES THESE THINGS:

- A **caregiver** who provides warm and loving care and guidance for your child, and who works with you and your family to make sure your child grows and learns in the best way possible.
- A **setting** that keeps your child safe, secure and healthy.
- **Activities** that help your child grow mentally, physically, socially and emotionally.
- **Your involvement** in your child’s program.